



Time-of-Day Rate Update

December 13, 2023

PROJECT PLAN PROGRESS

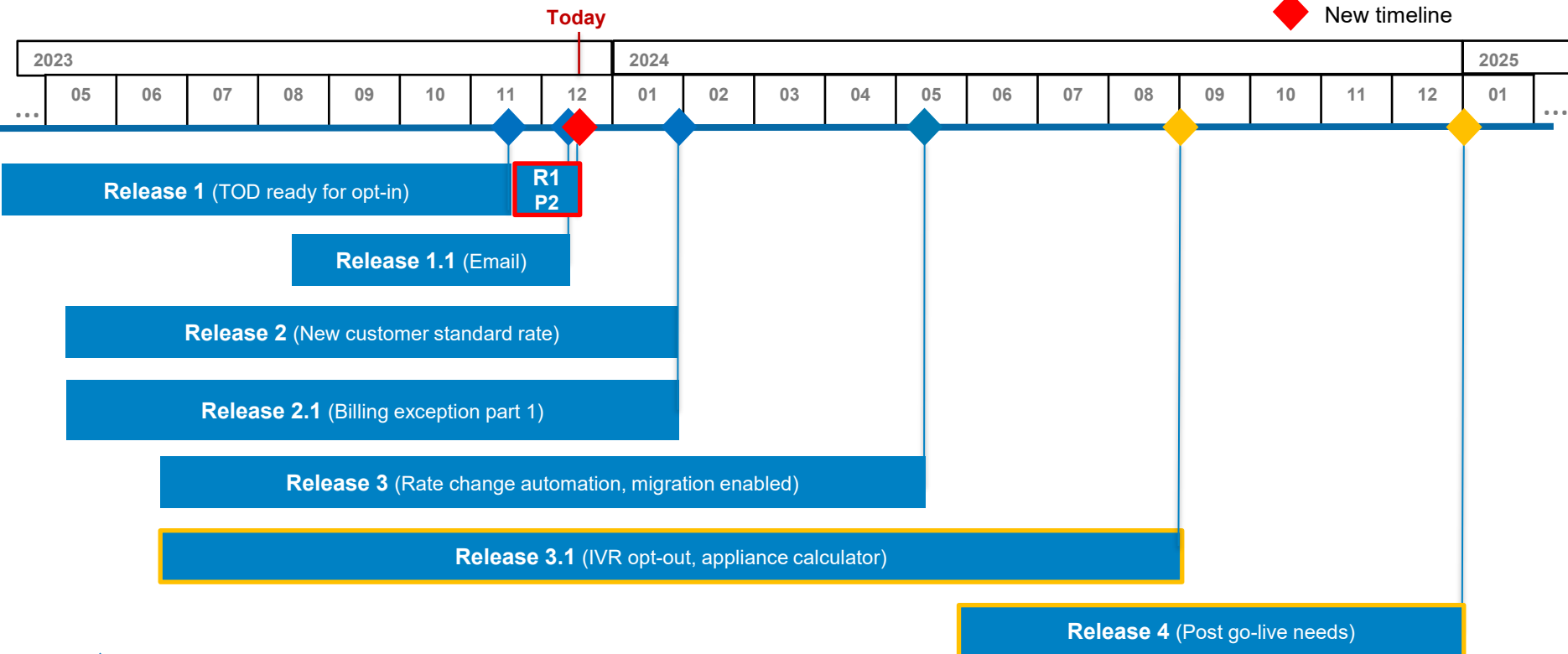
Time-of-Day 2-period and 3-period rates available for opt-in as of November 16

- **Self-service enrollment via the mobile app and MyAccount was deferred by one month**
 - Rate comparison tool in these channels remained under development
 - Self-service enrollment was expected to be enabled on December 12
- **Open items remain with:**
 - IT requirements and design deliverables
 - Impact assumptions of new TOD rate on call center and billing operations
 - New project schedule and migration plan (pending open item finalization)
 - Marketing and communications plan (finalizing budget assumptions)

NEW PROJECT TIMELINE

◆ Tentative

◆ New timeline



◆ Release 1 (Original Go-live 9/15/23)

- Standard 2-period and 3-period TOD rates available for opt-in
- Bill protection guarantee available
- The opt-in and opt-out feature for MyAccount and Mobile app (moved to 12/12/23)

◆ Release 1.1 (Original Go-live 11/1/23) - Direct email communication and enabled acceptance of opt-outs

◆ Release 2 (Original Go-live 12/31/23) - New customer move-ins and transfer default to 2-period TOD rate

◆ Release 2.1 (NEW Release, Original Go-Live 1/2/24) - Enhance billing exception functionality part 1 (Moved from Release 2)

◆ Release 3 (Original Go-live 1/31/24)

- Rate change process automated
- Remaining billing exception enhancement part 2 (moved from Release 2)

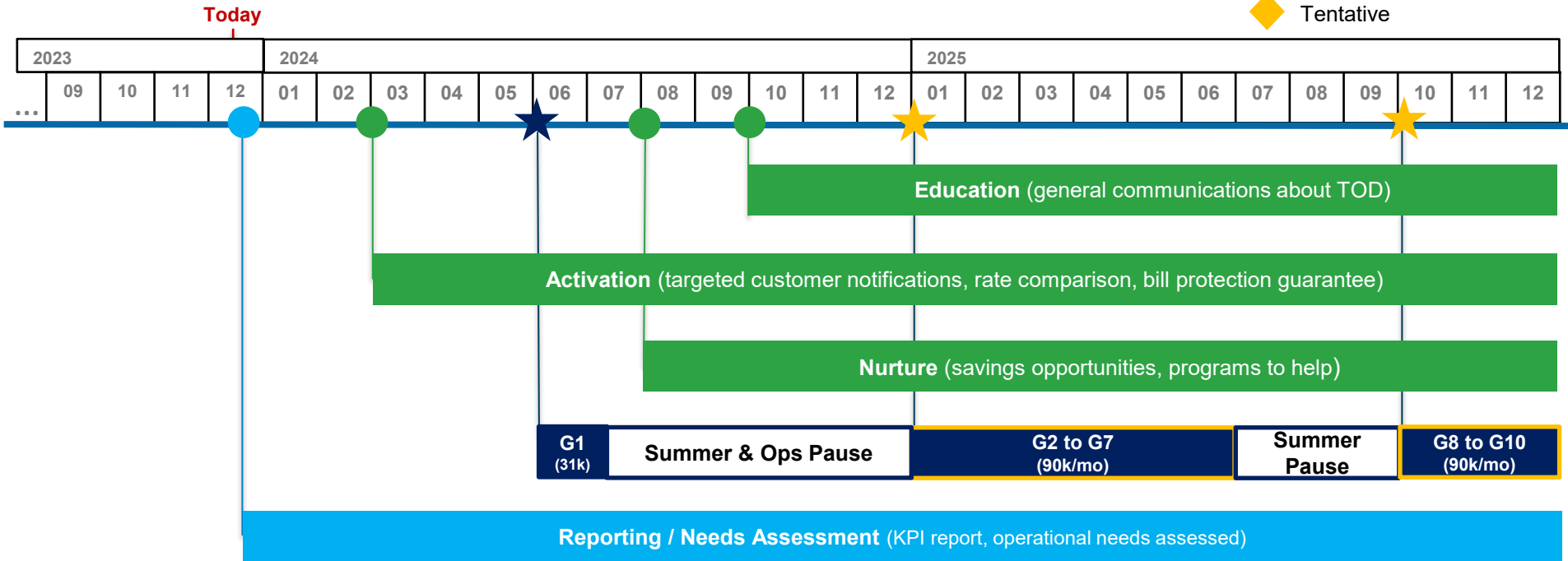
◆ Release 3.1 (NEW Release – TBD, Original Go-live 1/31/24)

- IVR able to accept opt-outs (moved from Release 3)
- Website enhanced for appliance calculator (moved from Release 3)

◆ Release 4 (TBD, Original Go-live 9/30/24)

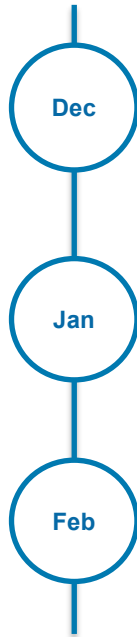
- Billing & Call Center process &/or tools enhancement based on needs
- Customer tools and rate change impact calculator improvements

NEW PROJECT TIMELINE



- Migration Group 1 moved from February 2024 to June 2024
- Proposed for only one migration group in 2024 but starting with more diverse population of customer types and increasing from 20K to 31K
- General education phase of marketing pushed from October 2023 to Q4 2024 to better align with period when mass migration begins in 2025

UPCOMING ACTIVITIES



- IT Release 1 (Part 2) – **Go-live** of self-service
 - IT Release 1.1 – **Go-live**
 - Finalize new project schedule & migration plan
 - Finalize capital budget and variances
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- IT Release 2 & 2.1 – **Go-live**
 - Board approval of tariff adjustments for bill protection
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- IT Release 3 – Finalize development
 - Finalize outreach material for migration group 1



Discussion

Questions?